



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1899-FFS

DATE: April 12, 2018

TO: All Iowa Medicaid Providers

APPLIES TO: Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Timely Filing Reminder

EFFECTIVE: Immediately

This letter is to serve as a reminder of the IME timely filing requirements and the permitted exceptions to those requirements. This reminder is not applicable to the Managed Care Organizations (MCOs).

Per Iowa Administrative Code (IAC), 441-80.4 (249A), all claims must be submitted for payment within 365 days from the date of service. A provider's request for an adjustment to a paid claim or a resubmission of a denied claim must be received by the IME within 365 days from the date that the claim was paid or denied in order for it to be reconsidered. If the claim is submitted within the first 365 days and it is denied for a second time, providers have 365 days from that denial date to make a correction and resubmit the claim, not to exceed two years from the date of service.

If a claim is submitted and not paid or denied, it is not considered filed for timely filing purposes. Examples of this are a claim submitted electronically and rejected by a clearinghouse, or a claim submitted on paper that was returned to the provider for errors that were found before processing.

There are only two exceptions to the 12 month timely filing criteria that the IME is authorized by DHS to make: 1) retroactive eligibility determinations, including retro-enrollment of provider, and 2) a third party (TPL) insurance carrier processing delay, including retro recoupments by Managed Care Organizations (MCOs).

To submit claims that meet the exception criteria, they must be submitted on paper and sent to the IME at PO Box 150001, Des Moines, IA 50315. The claim must clearly be marked, "Retroactive Eligibility" or "Third Party Delay" and include supporting documentation (provider approval letter, notice of decision, MCO recovery letter, TPL invoice). Exceptions must be filed and resolved within 12 months of the date on supporting documentation.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338- 7909, or email at IMEProviderServices@dhs.state.ia.us.